

Long Sutton Branch Community Engagement

We're closing our Long Sutton branch on 11 March 2021.

In our Branch Review we've published details of this closure and how we can support you through the changes and the alternative services you can use. You can view this at tsb.co.uk/our-branches

We've also written to customers who use this branch, to let them know about the changes. We always let customers know about these changes at least 12 weeks before the branch closure takes place. This makes sure we have time to talk with them about banking options, especially for customers who require additional support with the closure.

As part of our Branch Review we've also talked with the local community about the impact of the closure and how we can help customers with this change. This Community Engagement summary explains who we contacted in the local community and any feedback we received about the closure.

Who we contacted

We shared information with key members of the local community shown below about how customers' use of the branch has changed, what other TSB branches are nearby and how we are working with the Post Office® to provide banking alternatives. Visit postoffice.co.uk/branch-finder for more information.

- The office of the local MP, Sir John Hayes
- The councillors for The Suttons Ward and a councillor for the Gedney Ward
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Post Office®
- Lending Standards Board

What feedback we received

The local MP contacted TSB to stress his objection to the closure. He urged TSB to reconsider and highlighted the impact that a closure would have on vulnerable and elderly customers. He inquired about the business case for the closure and was keen to discuss the wider trends the banking industry is seeing. He highlighted the potential economic impact on the town, as well as his concerns about financial exclusion. He felt that as the last bank in the area TSB would be well placed to acquire new customers. The local MP also shared a petition with TSB, signed by over 700 residents, and he stressed that this demonstrated the level of local concern.

A local councillor wrote to TSB to raise their concern about the closure. In particular, the impact on elderly and vulnerable people and those who cannot drive.

Long Sutton
is closing on
11 March
2021

The closest
branch is
Kings Lynn

Your account
details will
stay the same



What we've done

TSB met with the local MP and has had two subsequent phone calls. A second formal meeting has been scheduled for January. TSB highlighted the changes it is seeing in the retail banking sector because of the different ways that people are choosing to bank. We informed the MP that we remain committed to a branch network and we appreciate that many cannot or do not want to use online or telephone banking. We stressed that our closures are intended to create a sustainable branch network that reflects TSB's customer base. We discussed TSB's plans for a mobile adviser and the local MP felt that it would need to be well publicised and have clear TSB branding. He made suggestions regarding potential locations.

We wrote to the local councillor and stressed that the decision was intended to create a sustainable branch network. We highlighted the range of activities that can be undertaken at the Post Office®, and we also highlighted our plans to introduce a mobile adviser.

We're here to help

We're here to support customers through the changes, especially those who would benefit from extra help with their banking. We'd encourage you to make sure you're set up to bank with us using one of the options below, so you can access your banking from home or elsewhere 24/7:

- Mobile Banking App – download from your phone at tsb.co.uk/mobile
- Internet Banking – visit tsb.co.uk/online to create your account
- Telephone Banking – visit tsb.co.uk/telephone to bank over the phone using our automated service

We're now able to support you with many services without the need to visit a branch. If you would like help with any of these services, please get in touch. You can talk to us online at tsb.co.uk/contact-us or call us on **01406 475 999***. If you'd prefer, we can book a face to face appointment to talk through all the ways we can support you, including:

- how to register for mobile, online and telephone banking
- banking with a trusted friend or family member
- support with bereavement or caring for a relative
- fraud prevention
- business banking
- the local Post Office® services available

Once this branch has closed, the nearest will be Kings Lynn branch at 1 Tuesday Market Place, Kings Lynn, Norfolk, PE30 1JU, and you can call us on **01553 299 998***.

There are a large number of other branches you can visit, to find the one most convenient for you, please go to tsb.co.uk/branch-locator

*Telephone number available during usual branch opening hours. Details correct at time of print. This branch may close at lunchtime, for more information on opening hours go to tsb.co.uk/branch-locator
For more information about this closure, please visit tsb.co.uk/our-branches
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If you'd like this in another format such as large print, Braille or audio please ask in branch or call us on **03459 758 758** (lines are open from 8am to 8pm, 7 days a week), or **0345 835 3858** for Business Banking customers (lines open from 8am to 6pm Monday to Friday, 9am to 2pm Saturdays).

If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on **0345 835 7982** (lines open from 7am to 11pm, 7 days a week), or **0345 835 3852** for Business Banking customers (lines open from 8am to 6pm Monday to Friday, 9am to 2pm Saturdays.)

Not all Telephone Banking and Business Telephone Banking services are available 24 hours, 7 days a week. Calls may be monitored or recorded.
If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **+44 20 3284 1581** or **+44 203 284 1576** for Business Banking customers.
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